

Electronic Pay Stub (E-Stub)

FAQ

Q: Is it safe to use E-Stub?

A: Yes, they are safe. The security of your payroll documents are of the strictest importance. E-Stubs hosted on <https://www.onlinewagestatements.com/parallon> are safer than regular paper-printed stubs because they bypass the human transport factor from printer to employee. Only employees know their passwords.

Q: How can employees access their E-Stub?

A: Employees can access their stubs in many convenient ways. They can access their paystub on any computer that has internet access.

Q: How does E-Stub benefit employees?

A: Some of the many benefits include: Pay stubs delivered on time, regardless of location; payment history of past pay stubs, printable right from your browser and secure access.

Q: When will my E-Stub be available?

A: Your E-Stub will be available on Thursdays. Funds remain available on Fridays. If applicable, monthly employees funds remain available on the last working day of the month and your E-Stub will be available the day prior.

Q: How long will the E-Stub be available?

A: E-Stub information will be available for 3 years from the transition or E-Stub start date.

Q: Will I be able to print my E-Stub?

A: Yes, you will be able to print your E-Stub from any computer with internet service and a printer.

Q: If I have questions concerning the information while I am viewing my E-Stub, whom do I contact?

A: Contact a manager if you have any questions related to the information on your E-Stub. Your manager will work with you in determining what needs to be done.

Q: Will my password expire?

A: Your password will expire if you do not login for 90 days. You will be locked out of your E-Stub account. Contact your local helpdesk to have your password reset.

Q: What do I do if I forget my password?

A: When you set up your profile at <https://www.onlinewagestatements.com/parallon>, you will enter a security question for which only you know the answer. Click Forgot Your Password? On the login screen, provide the answer to your security question, and your password will be reset to your full Social Security Number (SSN).

Q: How do I enroll or opt out?

A: In some facilities, you will be automatically enrolled if you already use direct deposit. HR can provide a form for you to complete if you choose to opt out, or to enroll if your facility does not do so automatically. *Regulations may prohibit automatic enrollment at some facilities.

Q: Do terminated employees continue to have access to their E-stubs?

A: Yes, as long as the former employee logs into E-Stub at least every 90 days. If the former employee is locked out of their account, they must contact HR to obtain pay stub copies as needed. Customer support will not be able to reset former employee passwords.

Q: Who do I call if I can't login? (i.e. get locked out)

A: You may call your local helpdesk during business hours.

Q: Where can I find my Employee ID?

A: Your Employee ID can be found in the upper left corner of a recent pay statement and consists of 9 digits.